



Manager, Enterprise Systems & Event Solutions
National Grain and Feed Association

The **National Grain and Feed Association (NGFA)** is a leading U.S. trade association representing more than 700 companies across the grain, oilseed, feed milling, processing, biofuels, integrated livestock, brokerage, transportation, and broader agribusiness sectors. Through policy advocacy, safety initiatives, industry education, and member engagement, NGFA supports and advances a diverse and mission-driven industry.

NGFA delivers a wide portfolio of conferences, training programs, and member services that depend on high-performing enterprise systems, a reliable association-wide CRM/AMS, and modern event technology platforms. These systems play a critical role in empowering staff, supporting members, and ensuring seamless events and data operations across the organization. The Manager of Enterprise Systems & Event Solutions ensures these technologies work together to drive accuracy, efficiency, and an exceptional experience for staff, attendees, and NGFA's nationwide membership.

Position Overview

The **Manager, Enterprise Systems & Event Solutions** is a pivotal role at NGFA, responsible for leading the strategy, management, and optimization of the organization's enterprise systems, CRM/AMS platforms, and event technology infrastructure. This role ensures that NGFA's internal systems and external-facing platforms are reliable, efficient, and scalable, empowering staff, enhancing member experiences, and driving data-informed decision-making.

The ideal candidate is a solutions-oriented operational and technical expert who thrives in a fast-paced environment, is comfortable translating complex systems into actionable insights, and can proactively identify opportunities to streamline processes across the organization. This manager will collaborate closely with leadership, staff, vendors, and members to implement innovative system solutions, improve workflows, and deliver world-class technology support for NGFA's events, programs, and business operations.

Enterprise Systems Management & Support:

- Configure, customize, and enhance NGFA's core platforms to support new initiatives, organizational growth, and evolving business needs.
- Lead and contribute to the design, testing, and rollout of new features, system improvements, and platform updates that elevate operational efficiency.
- Proactively identify opportunities to streamline workflows and implement scalable technical solutions that increase productivity and accuracy across teams.
- Maintain and optimize NGFA's information systems, ensuring they remain reliable, intuitive, and aligned with staff and membership needs.
- Execute system upgrades, patches, and enhancements with minimal disruption while driving maximum performance.
- Build and refine dashboards and reports that deliver clear, actionable insights for staff and leadership.
- Collaborate with vendors and partners to troubleshoot issues, deploy updates, and continuously improve NGFA's technical ecosystem.

Event Technology & Registration Operations:

- Be the go-to expert for event tech—owning the setup, operation, and optimization of registration systems, mobile apps, badge printing, integrations, and attendee data.
- Deliver exceptional on-site event support by troubleshooting registration issues, assisting attendees, and solving technical challenges in real time.
- Manage all pre-, mid-, and post-event platform tasks, ensuring accurate data, seamless workflows, and reliable reporting of registration trends and outcomes.
- Support attendees, members, and customers with registration and platform questions, ensuring accurate financial and membership data at every step.



- Travel to 2–3 conferences per year to provide hands-on support and bring technical excellence to NGFA’s largest events.

Staff Experience & Systems Support:

- Provide responsive, solutions-oriented support to staff—tackling technical issues quickly and keeping everyone moving.
- Help colleagues make the most of NGFA’s systems by advising on features, workflows, and best practices.
- Create and deliver occasional training or resources to build staff confidence, adaptation, and efficiency.
- Function as a champion for improving the staff, member, and customer experience across all NGFA platforms.

Skills & Competencies:

- High proficiency—and genuine excitement—for mastering business applications, especially CRM/AMS and Event Technology platforms.
- Strong ability to dig into technical, process, and data issues—spotting root causes fast and delivering smart, effective solutions.
- Able to translate complex technical concepts into simple, actionable information for staff, leadership, and non-technical stakeholders.
- Comfortable working independently or as part of a team, thriving in a fast-paced environment with multiple priorities and evolving needs.
- Experience with trade associations or membership organizations is a plus—and an interest in serving a member-driven community is even better.

Qualifications:

- 3-5 years of experience working with CRM/AMS platforms (experience with Microsoft 365 and/or CVENT or related platforms a plus).
- Bachelor's Degree (Majors in Business Administration, Management Information Systems, or Data Analytics are a plus but not required).
- Ability to work in the NGFA office in Arlington, VA
- Advanced proficiency with Excel and Microsoft Office.
- Excellent written and oral communication skills.

Salary:

Competitive salary commensurate with experience

How to Apply:

Please submit a cover letter, salary requirements, and resume to jobs@ngfa.org. Only submissions through this address will be considered. Relocation benefits not included.

The National Grain and Feed Association is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to age, race, sex, sexual orientation, religion, protected veteran status, disability, marital status, or any other characteristic protected by federal law.